

# 6 Key Areas

## for Quality Behavioral Health Services

*A document created by the  
Youth And Family Work Group*

*Members from GEAR Parent Network, Youth MOVE Maine, Maine Parent Federation and your communities.*



## INTEGRATED

***“Families and youth experience care that has smooth transitions in and out of services, which addresses the culture, strengths and needs of the whole person and family.”***

<b>What it looks like in an INDIVIDUAL</b>	<ul style="list-style-type: none"> <li>• Experience progress toward goals across multiple aspects of life (work, health, mental health, etc)</li> <li>• Support the supports (parents and guardians)</li> <li>• My culture is expressed in my plan</li> <li>• Plan is appropriate to and respects my personal/family values, beliefs</li> <li>• Experience smooth transitions in and out of services</li> </ul>
<b>What it looks like in an AGENCY</b>	<ul style="list-style-type: none"> <li>• Plans include multiple aspects of life to address challenges</li> <li>• Individualized plan</li> <li>• Involved/community connections</li> <li>• Connected with other community resources (services and natural supports)</li> <li>• Have knowledge of community resources</li> <li>• Flexible to accommodate individual needs</li> <li>• Permission to share (open communication)—BUT “nothing about us without us”</li> </ul>
<b>What it looks like in POLICY</b>	<ul style="list-style-type: none"> <li>• Systems (Juvenile justice, education, child welfare, mental health) talk to each other and support each other</li> <li>• Consistency among systems/services</li> <li>• Collaborative</li> <li>• Capacity building</li> <li>• Flexible to accommodate needs (funding structures allow for collaboration)</li> <li>• Contracts bring agencies together</li> </ul>

<b>Effective</b>	
<b><i>“Families and youth are able to achieve goals as a result of services.”</i></b>	
<b>What it looks like in an INDIVIDUAL</b>	<ul style="list-style-type: none"> <li>• Progressing and achieving goals</li> <li>• Reduce services needed to achieve goals (more focus on natural supports)</li> <li>• Access (and informed about) to natural supports and resources (people and non-people)</li> <li>• Alternative treatments available that work (i.e. acupuncture, meditation)</li> <li>• Peer support that reduces need for clinical services</li> <li>• Reasonable amount of time allowed to achieve goals</li> </ul>
<b>What it looks like in an AGENCY</b>	<ul style="list-style-type: none"> <li>• Specific to goals</li> <li>• Research supported/based treatment</li> <li>• Good reputation</li> <li>• Respond to feedback from clients (make better)</li> <li>• Participants achieve goals</li> <li>• Plans contain reasonable and achievable goals – short and long term</li> <li>• Viable discharge plan at each discharge</li> <li>• Plans include ‘in the future’ (transition plan)</li> <li>• Key roles in plans understand their roles/communication</li> </ul>
<b>What it looks like in POLICY</b>	<ul style="list-style-type: none"> <li>• Continuous Quality Improvement</li> <li>• Training and professional development</li> <li>• Enough time and money to provide effective services</li> <li>• Training and funding for effective services with peer components</li> </ul>

## **Youth and Family Driven**

***“Recognizing the capacity of youth and families to foster shared growth and leadership and for youth to take on more and more leadership of their own lives as they approach adulthood.”***

<b>What it looks like in an INDIVIDUAL</b>	<ul style="list-style-type: none"><li>• Youth and Family members each feel heard</li><li>• Mutual, respectful communication is fostered</li><li>• Mutual agreements are honored</li><li>• Know what services are available.</li><li>• Got to say what they wanted in their plan</li><li>• Roles in plan are clear</li><li>• Got what expected/asked for</li><li>• Are informed &amp; understand (informed consent/assent family members AND youth over 14.)</li><li>• Developmental growth in leadership</li><li>• Services work to create opportunities for youth and families to validate unique perspectives and bridge</li></ul>
<b>What it looks like in an AGENCY</b>	<ul style="list-style-type: none"><li>• Asks feedback from youth and family</li><li>• Responds to feedback</li><li>• Collaboration with youth and families finding solutions</li><li>• Choices, not imposed</li><li>• Offer variety- including non traditional treatments</li><li>• Offer information in an understandable way</li></ul>
<b>What it looks like in POLICY</b>	<ul style="list-style-type: none"><li>• Policies respond to youth and family feedback.</li><li>• Contracts reflect youth and family feedback</li><li>• Youth and families have clear, authentic opportunities to provide feedback</li><li>• Outreach and education to youth and families and providers about resources, models of treatment.</li></ul>

## STRENGTHS-FOCUSED

***“Families and youth experience services where they identify, build, and utilize their unique strengths.”***

<b>What it looks like in an INDIVIDUAL</b>	<ul style="list-style-type: none"> <li>• Youth and families feel their strengths have been acknowledged</li> <li>• Strengths address goals</li> <li>• Discover/can name strengths</li> </ul>
<b>What it looks like in an AGENCY</b>	<ul style="list-style-type: none"> <li>• Not make negative assumptions/seek the positive</li> <li>• Do specialized activities to identify strengths (help youth and family learn the skill of id'ing strengths)</li> <li>• Achievable goals- celebrate achievements</li> <li>• Listen and learn from youth and families</li> <li>• Strengths are in plan</li> <li>• Be explicit on how each strength is addressing each goal (asset bank)</li> <li>• Learn and use strengths to address goals</li> <li>• Collaborate with youth and family in agency/policy as key stakeholders</li> </ul>
<b>What it looks like in POLICY</b>	<ul style="list-style-type: none"> <li>• Services aren't stigmatized- avoid negative labels when possible</li> <li>• At policy level- model strengths focused</li> <li>• Expect in contracts and cqi (chart reviews)</li> <li>• Collaborate with youth and families as experts of their own experience in policy development.</li> <li>• About person, not funding- allow treatment to be funded without harmful labels (sense of too much labeling/creates stigma)</li> <li>• Not excessive diagnosing and testing</li> <li>• Alternative and preventative care funded</li> <li>• Peer focused (non diagnostic) services</li> </ul>

<b>ACCESSIBLE</b>	
<b><i>“Services are available to meet diverse needs of youth and families across the state”</i></b>	
<b>What it looks like in an INDIVIDUAL</b>	<ul style="list-style-type: none"> <li>• Experiencing the service that they need</li> <li>• Affordable</li> <li>• Not cut from services before goals are met</li> <li>• Office hours vary</li> <li>• Know and are hopeful that they will find/have access to help</li> <li>• Can get there (transportation/location)</li> </ul>
<b>What it looks like in an AGENCY</b>	<ul style="list-style-type: none"> <li>• Low/no wait list</li> <li>• Making person centered</li> <li>• Reasonable supports and accommodations made for people living with a disability</li> <li>• Not expect youth and families to fit into what’s available—make things available to unique needs and strengths</li> <li>• Preference and choice available in all areas</li> <li>• Direct/refer if need can’t be met at agency</li> <li>• Culturally relevant and language access in each community</li> </ul> <p>Services offered to meet community needs</p>
<b>What it looks like in POLICY</b>	<ul style="list-style-type: none"> <li>• Contracts mandate and funding supports low wait list, language access</li> <li>• Cultural training</li> <li>• Increase availability of billable peers to meet interim needs (if wait list, why not have peers as a first point of contact?)</li> <li>• Training and funding for evidence based practices across state (rural too)</li> </ul> <p>Resources for transportation</p>

## PHYSICALLY AND EMOTIONALLY SAFE

***“youth and families experience a respectful system that does not harm and is responsive to each person’s unique needs to ensure physical and emotional wellbeing”***

<b>What it looks like in an INDIVIDUAL</b>	<ul style="list-style-type: none"> <li>• Are not physically harmed</li> <li>• Are supported in safety efforts (meeting basic needs, harm reduction)</li> <li>• Feel that they trust their workers</li> <li>• Punishments cannot include taking away family/support</li> <li>• Have options if uncomfortable with a certain situation</li> <li>• Have opportunity to take a break/not have to comment</li> <li>• Know (shown) who to go to if something goes wrong</li> <li>• Understand confidentiality/rules</li> <li>• Know about their provider/service- evidence presented in an understandable way</li> <li>• Boundaries negotiated (not black and white)</li> <li>• Know where exits are</li> <li>• Safe space available—comfortable space available</li> <li>• Fully understand risks and benefits of program</li> <li>• Has crisis plan that works</li> </ul>
<b>What it looks like in an AGENCY</b>	<ul style="list-style-type: none"> <li>• Trauma informed (understand impact of trauma on behavior)</li> <li>• Orient and share information with youth and families</li> <li>• Listen and understand</li> <li>• Has crisis plan that works</li> <li>• Accept feedback without repercussion to youth &amp; family</li> </ul>
<b>What it looks like in POLICY</b>	<ul style="list-style-type: none"> <li>• Trauma informed in contract language and support training</li> </ul>